



SOCIAL SERVICES SPECIALIST

Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of highly responsible confidential and complex administrative duties associated with monitoring and assisting in the daily operations of the Kid Zone program; to perform a variety of entry-level professional and technical work involved in the recruiting, hiring, and placement of temporary, volunteer, and/or contract staff for the Kid Zone program; to maintain the supply process for the Kid Zone program.

Supervision Received and Exercised:

Receives general supervision from supervisory and/or management staff.

May exercise functional and technical supervision over technical, clerical, temporary and volunteer staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Monitor and assist with the daily operations of the Kid Zone Program, including program supply process; collection of revenue through parent fees and Department of Economic Security (DES) assistance; monitor and maintain program participant's financial accounts for program sessions.
- Create payment plans, determine financial assistance or waive fees for participants; determine enrollment status for participants when non-compliant; determine and monitor eligibility of scholarship assisted participants; track and report number of participants on scholarships and DES assistance for budget review.
- Oversee the collection, completeness and accuracy of Department of Health Services (DHS) registration forms and program contracts for participants for school year, summer, and camps for the Kid Zone program; process registration

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forms; prepare weekly reports of class rosters, program rosters, billing notices, site attendance, and sign in/out sheets for the Kid Zone program.

- Oversee the collection, completeness and accuracy of program supply orders and inventories; process order forms; prepare site supplies and monitor records related to site supplies.
- Establish, organize, and maintain filing systems for payments, registrations, DES and scholarship authorizations and DES billing; monitor and maintain participant schedule changes and updated enrollment information; monitor delinquent accounts; review custodial paperwork.
- Schedule and facilitate training for Site Coordinators and Program Managers on supply paperwork, policies and DHS compliance for site supplies and materials
- Develop and implement multiple site supply and materials inventory audits for DHS and program and report findings to supervisors, Site Coordinators and Program Managers.
- Recommend improvements and develop new systems, policies and procedures; create and/or revise documents to improve work unit productivity and efficiency; review and revise employee and parent handbook, warehouse forms and ordering procedures.
- Develop and implement computer systems for reporting and tracking supply purchases and site orders; prepare reports to monitor school year, camps and summer supply orders and usage for budget preparations.
- Supervise, train, and evaluate temporary and/or volunteer Kid Zone staff.
- Handle and maintain sensitive and confidential information and records.
- Communicate with school district personnel to obtain summer bus schedules and summer school programming; disseminate information to site staff to ensure safety of children; communicate with school staff to obtain information regarding participant's current contact information and absences.
- Lead and/or assist with summer field trip planning; research age appropriate field trips; communicate and correspond with area businesses to coordinate field trip activities; resolve issues/concerns regarding field trips; process payment for field trips.
- Communicate with internal and external customers regarding program policies; monitor and enforce compliance regarding sign in/out procedures, schedule changes, child late pick-ups, and non-payment issues; resolve complaints.

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- Complete monthly DES billing; receive and review DES childcare authorizations and scholarship eligibility letters; update participant's accounts when authorizations received; maintain parent/provider agreement forms for DES compliance; communicate with DES and Child Protective Services (CPS) personnel regarding childcare authorizations and billing issues.
- Develop, implement and maintain monthly DES revenue reports by individual school and individual participant and total yearly DES revenue; process and collect DES revenue.
- Coordinate recruitment activities for temporary employees within the Kid Zone program, including composing recruitment postings; develop and distribute advertisements to various outside agencies; review and evaluate applications and selection; schedule and conduct interviews; compose and update interview questions; and perform reference checks.
- Consult with applicants regarding position availability, recruitment processes; respond to requests for information.
- Maintain Kid Zone temporary employee files and ensure compliance with DHS requirements.
- Prepare and maintain job descriptions for temporary employees for the Kid Zone program; assess positions and compensation in comparison to positions in similar programs within the valley.
- Process new hire and re-hire paperwork for temporary employees within the Kid Zone program; distribute, explain and monitor the Drug-Free Workplace paperwork during training sessions
- Analyze staffing/child ratios; determine placement of temporary staff according to qualifications, budget requirements, restrictions and National Afterschool Alliance (NAA) standards.
- Organize on-site new employee training for Kid Zone employees; schedule First Aid and CPR classes for Kid Zone employees.
- Respond to Kid Zone employee questions and complaints.
- Generate various reports; input and monitor records; ensure compliance with DHS requirements.
- Track Kid Zone employee turnover rates.
- Collect information and updates for Kid Zone web page.

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- Organize and maintain supply process for all sites including schedules for site orders, purchases, distribution and warehouse restocking.
- Purchase supplies from vendors according to City procurement rules and policies.
- Pay for site supply purchases using City credit card or requisition process.
- Maintain records for each site to show supply purchases, patterns and use; monitor and maintain site supply budgets.
- Perform related duties as assigned.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training, license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of paraprofessional experience administering community education, recreation or social services programs.

Training:

Equivalent to a Bachelor's degree from an accredited college or university with major work in recreation administration, education, family studies, business, or a related field according to the requirements of assigned area.

Licenses/Certifications:

May require the possession of, or ability to obtain, an appropriate, valid Arizona driver's license.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 5341

FLSA: Exempt